



Refund and Substitution Policy

Course Refund Policy

Individuals can receive a registration refund by notifying DEQ before the refund request deadline shown below.

No refunds will be issued for a course cancellation received after the refund request deadline.

Refund requests should be emailed to: certification@deq.virginia.gov

Refund Request Deadlines

Start Day of Course	Refund Request Deadline
Monday	Midnight Thursday
Tuesday	Midnight Sunday
Wednesday	Midnight Monday
Thursday	Midnight Tuesday
Friday	Midnight Wednesday

Course Substitution Policy

If individuals need to cancel enrollment after the refund request deadline, they have two options:

1. Substitute another individual for the enrollment (before class starts), or
2. Request enrollment in another course of same type (subject to availability)

If there are no courses available and no-one to substitute, the registration fee will be not refunded after the refund request deadline.

Enrollment changes should be emailed to: certification@deq.virginia.gov

No course enrollment changes will be made for requests received after class has concluded.

Exam Cancellation Policy

Please see the cancellation policy in the [Candidate Information Booklet](#).

Recertification Refund Policy

Individuals who believe an incorrect online transaction was processed through CATS can request a refund by emailing: certification@deq.virginia.gov.